

Pellissippi State Technical Community College
Student E-mail Accounts
Frequently Asked Questions

Q. Do I have an E-mail account?

A. Yes, an E-Mail account is created for you automatically when your registration is complete. However, you must be currently attending the semester for it to be active.

Q. What is my E-Mail username?

A. Your E-mail address will be in the format of [username@pstcc.edu](#). Your username is provided to you upon admission to the college, and is the same one used to access myPellissippi. **Note: Do not add the @pstcc.edu when logging into any of your accounts.**

Q. I am not sure what my username is?

A. Go to the myPellissippi page and click, "[Need to Know Your P Number or Username?](#)"

Q. What is my password for my E-mail account?

A. The same password you use to access myPellissippi.

Q. What is my P number?

A. It is your student identification number and is used in place of your social security number. You will need this number when requesting assistance from college staff. Not sure what it is? Go to the [myPellissippi](#) page and click on "Need to Know Your P Number or Username? Ex: P12345678

Q. My password is not working for E-Mail.

A. It has expired. Go to the myPellissippi webpage and click "[Can't access your account?](#)" Once you have completed the 2-Step process, this new password will be used to log into E-Mail, Online Courses, myPellissippi, Wireless Laptop Access, etc.

Q. I am getting a message "account disabled" when trying to log into my account.

A. This means you have had more than 5 login failures with an incorrect password. Wait 20 minutes and this security lock will release your account. Only after this time period lapses can you log into your account, or begin the process to change your password.

Q. Where do I log into my E-mail?

A. The easiest way to access it is from the WEBMAIL icon on the homepage.

Q. How often will I have to change my password?

A. At least once every 90 days. Be proactive and add it to your calendar. If it expires before you change it, you will have to complete the 2-step process located on link on myPellissippi webpage, "Can't access your account?"

Q. How do I change my password if it is still working has not expired?

A. Go to the [myPellissippi](#) webpage and scroll down to **Bottom Left Hand Side of Page**, click **Change Password**.

Q. Can I forward my E-Mail to a different account?

A. Yes, but this is not recommended, you will not receive E-Mails from class distribution lists which instructors use for homework assignments, etc.

Q. I want to receive my E-Mail through my phone, can I do that?

A. Yes. The server information you will need is: imap server and server address is, **owa.pstcc.edu**. If you need further assistance, contact your phone carrier, HelpDesk does not provide assistance with personal devices or home computers.

Q. Do I have a storage limit on my E-Mail account?

A. Yes. Each student account has a limit of 20MB. It is very important to delete any unwanted E-Mails. If you reach your maximum quota, you will not be able to send E-Mail.

Q. Can I store my homework on a campus server?

A. Yes, each student has access to a “home” drive noted as H: Drive with 250 MB of storage available. This drive can only be accessed ONLY from a campus computer. This drive cannot be accessed from off campus.

Q. Will the E-Mail in my Sent Mail Folder be automatically deleted?

A. Yes. The server will delete any E-Mails over 30 days old.

Q. Will the E-Mail in my Deleted Mail Folder be automatically deleted?

A. Yes, E-mails older than 7 days will automatically be removed by the server.

Q. Why am I not receiving certain attachments with my E-mail?

A. Certain attachments are blocked by the server due to virus concerns. However, these files can be zipped then sent or received. Extensions blocked are .exe, .com, .vbs, .scr and etc.

Q. Will I be able to create a personal Web page?

A. No. Only students who are enrolled in a Web Design class will have this access. The instructor for this class will assign a username and password to access Web Server.

Q. Will I still use my E-mail username and password to access the Online Library Database from home?

A. Yes.

Q. Where can I find training materials for OWA?

A. Getting started information can be found at this location: <http://www.pstcc.edu/departments/itsc/documents.html> However, we also recommend the very detailed Help files available in OWA.

Q. What are the guidelines for using a computer account at Pellissippi State?

A. All students are responsible for following the Computer Usage Guidelines at <http://www.pstcc.edu/departments/itsc/cug.html>

Q. My question is not answered here, where can I go for additional help?

A. Take identification and visit any of Pellissippi’s four [Open Computer Labs](#) and a lab assistant will be glad to help, or send an E-Mail to helpdesk@pstcc.edu